

AMENDED CLAIMS

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1. (Twice Amended) A system for automating the processing of damage claims comprising:

a dispatch division adapted to receive a report of a malfunction at a first subscriber location;

the dispatch division dispatching a technician to the first subscriber location in response to the report;

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upon determining that a cause of the malfunction occurs at another location, the technician providing information in an electronic format related to the report of the malfunction via a communications network from a vicinity of the first subscriber location, the network communicating with the technician and the company; and

upon identifying an entity responsible for causing the malfunction, the company utilizing the information in the electronic format related to the report of the malfunction to generate a bill to the entity that includes costs incurred for servicing the first subscriber.

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8. (Amended) A system for automating the processing of damage claims to a communications network comprising:

a dispatch division adapted to receive a plurality of reports of a malfunction at a plurality of locations;

the dispatch division capable of dispatching a first technician to a first location in response to one of the plurality of reports;

Serial No.: 09/746,508
Art Unit: 3627

Attorney's Docket No.: BS99-184
Page 4

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upon determining that a cause of the malfunction occurs at another location, the first technician providing a report from a vicinity of the first location via a communications network to the dispatch division; and

wherein the dispatch division identifies locations that are affected by the malfunction based upon the report, and refrains from dispatching technicians to locations other than a location where the malfunction is caused; and

wherein the company identifies an entity responsible for causing the malfunction and uses the report to generate a bill to the entity that includes costs incurred for dispatching the first technician to the first location.

NEW CLAIMS

- Sub Claim*
18. (New) A method for processing damage claims, comprising:
- receiving a report of a service failure at a first subscriber location;
- dispatching a technician to the first subscriber location in response to the report;
- upon a ^{technician} ~~subscriber~~ determining that a cause of the service failure occurs at another location, receiving information from the technician in an electronic format related to the report of the service failure via a communications network from a vicinity of the first subscriber location, the network communicating between the technician and the company; and
- upon identifying an entity responsible for causing the malfunction, utilizing the information in the electronic format related to the report of the service failure to generate a bill to the entity that includes costs incurred for servicing the first subscriber.
- (A) the not occur at 1st sub location*
- (B) 3*
19. (New) The method according to claim 18, further comprising the step of deferring subsequent dispatch of technicians to subscriber locations other than a location determined to be the cause of the service failure.